

01/11

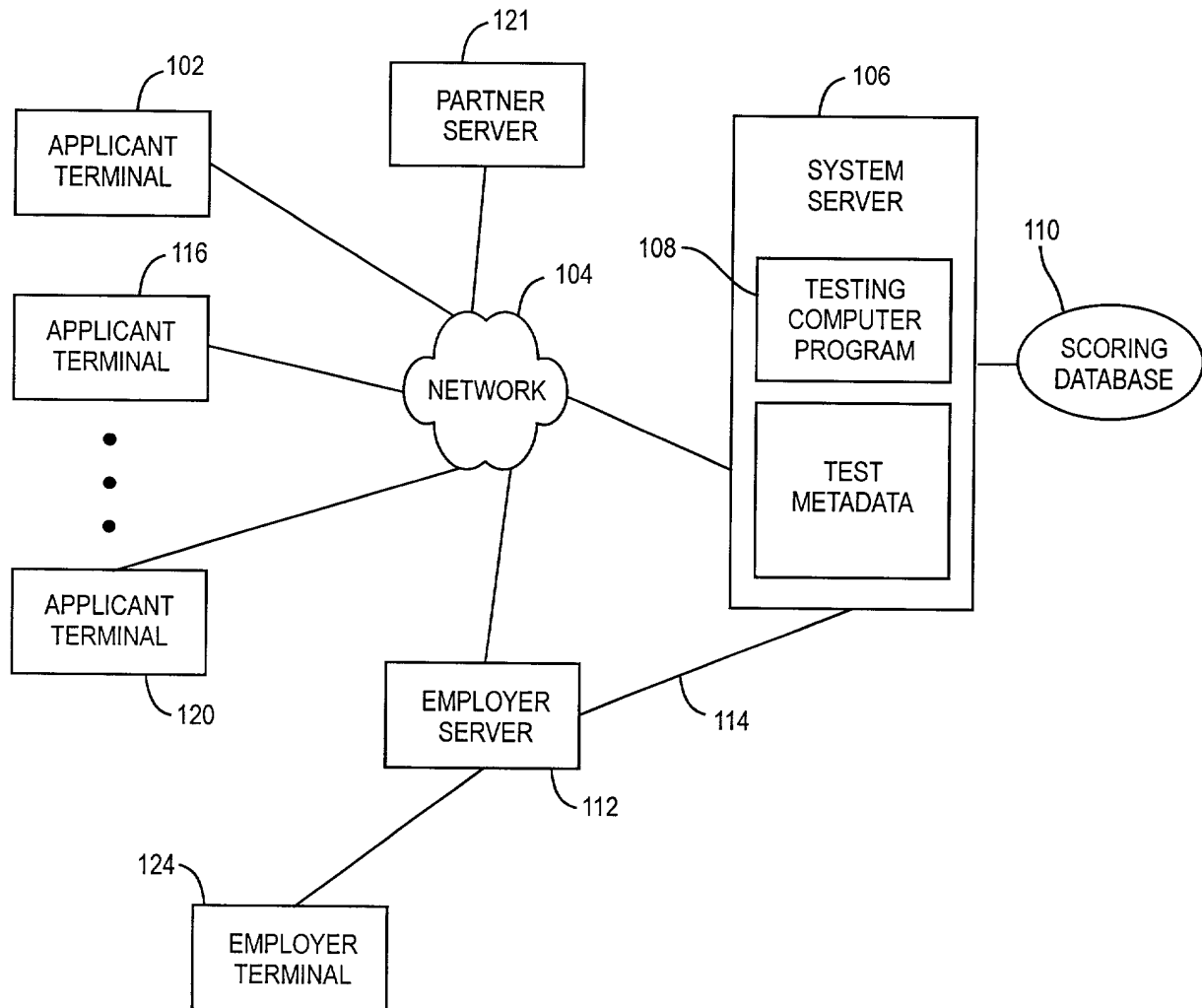


Fig. 1

02/11

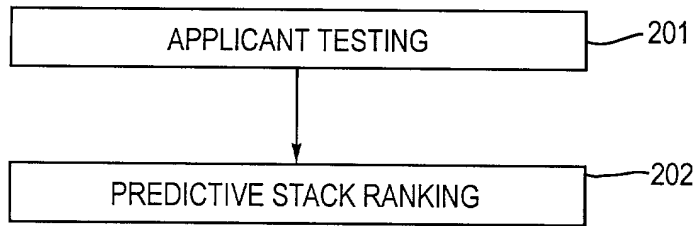


Fig. 2

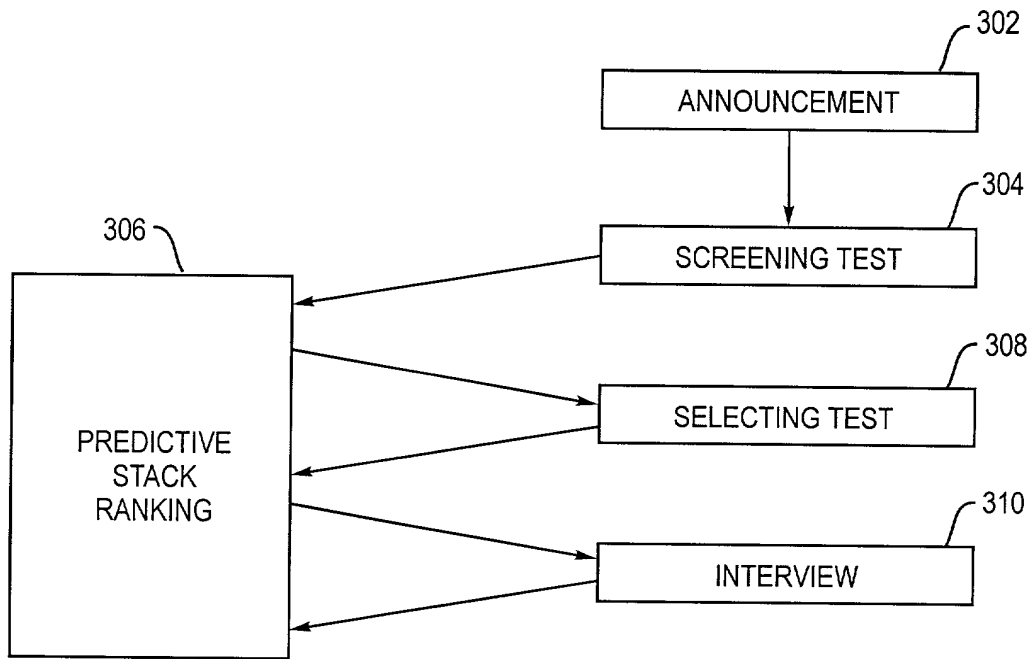


Fig. 3

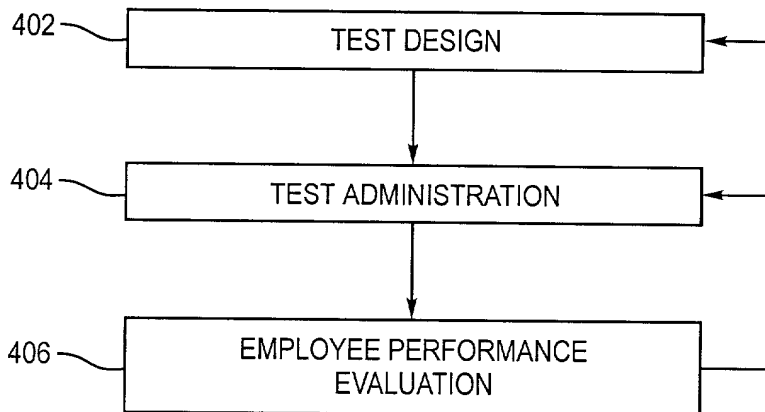


Fig. 4

03/11

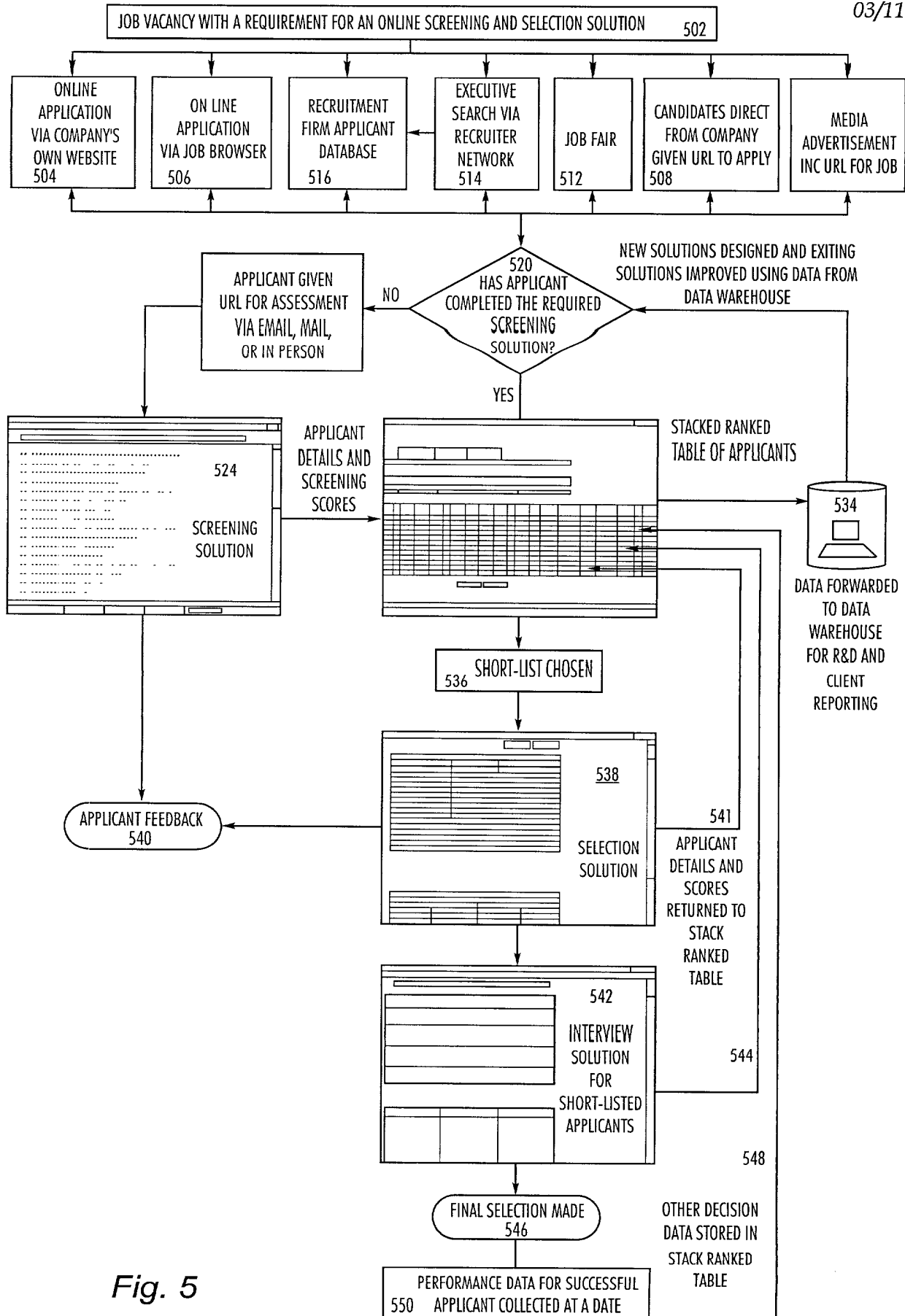


Fig. 5

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04/11

600

Internet Explorer - ePredix Solutions - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Address C:\Documents and Settings\angel.dalton\My Documents\epredix\Demo\June 5, 2001\generalpart_2\scq1_5_page1.html

Go Links

Done

1. What is the highest grade you FINISHED in school?

a. ☐ 11th grade or lower

b. ☐ 12th grade

c. ☐ 1 year of college

d. ☐ 2 or 3 years of college

e. ☐ College graduate or higher

2. What were your grades like during your last two years in school?

a. ☐ Mostly A's

b. ☐ Mostly A's and B's

c. ☐ Mostly B's and C's

d. ☐ Mostly C's and D's

e. ☐ Mostly D's and below

3. On a job, which would you generally prefer?

a. ☐ I work best when my instructions are clear

b. ☐ I work best when there are no interruptions

c. ☐ I work best when I'm in the mood

4. Which kind of employee do you believe is poorest - one who:

a. ☐ Refuses to work a fair share of overtime

b. ☐ Skips work and doesn't call in

c. ☐ Is a few minutes late almost every day

d. ☐ Takes home some small company property

e. ☐ Works much slower than others on the job

5. When you think about what you are going to do in the near future, you:

My Computer

Start | ePredix Solutions - ... | Stack rank 8 June.jpg... | Solutions by ePredix... | Visio 2000 - [Business ...] | 11:48 AM

Fig. 6

05/11

TRANSWORLD CONSULTING						ePredix [®]									
VIEW your solutions Job Solutions Ltd., Customer Service Associate						BUILD interview guides									
Applicant Results															
Job Title: Customer Service Associate															
Date Posted: 5/25/00															
View: Screening Solution Selection Solution Phone Interview All Results															
710 712 714 716 718 720 722 724 703 706 708 730 732 734 736 738 740 707															
Rank	App.	Last Name	First Name	Date	App. OK	Educational and Work-Related Experience	Customer Service Orientation	Self Confidence	Recommend	eScore	Customer Focus	Conscientiousness	Problem Solving	Detailed Report	Enter Values
1	Jones	Katina	Peter	05/26/00	OK	7	9	8	✓	75	7	8	7	✓	Yes
2	Smith	Peter	Mary	06/27/00	OK	7	8	7	✓	75	7	8	7	✓	No
2	Pace	Mary	Helen	05/25/00	OK	7	8	7	✓	75	7	8	8	✓	Yes
4	Mitchell	Peter	James	05/25/00	OK	8	7	6	✓	75	6	7	6	✓	Yes
5	Benson	Peter	Jenny	05/24/00	OK	8	7	6	✓	75	6	7	6	✓	No
6	Simpson	James	Daniel	05/26/00	OK	5	7	6	✓	75	5	6	5	✓	No
7	Russell	Jenny	Jack	05/26/00	OK	5	6	5	✓	75	5	5	5	✓	No
8	Potosky	Daniel	Richard	05/26/00	OK	5	5	4	✓	75	5	4	4	X	No
9	Cedar	Jack	Alex	05/24/00	OK	4	5	4	X	75	-	-	-	.	-
9	Miller	Richard	Arthur	05/26/00	OK	4	4	4	X	75	-	-	-	.	-
11	Peterson	Alex		05/24/00	Not OK	4	4	4	X	75	-	-	-	.	-
12	Wall	Arthur		05/26/00	OK	3	4	3	X	75	-	-	-	.	-

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Fig. 7

06/11

800

Time Remaining: 36:58

Customer Contact

Name Mary Q Public

Address 16 E. Pine Avenue

Date

01/20/2000 Jan

02/03/2000 Mar

03/17/2000 Mar

01/05/2000 May

05/22/2000 May

06/19/2000 June

07/21/2000 July

Today's Date

5/8/2001

Memo

CO, AB, 82

LT, AR, 23

CO, LY, PD, 93

CO, AB, LY, 76, 93

LT, AR, 45

CO, PD, 82

CO, AB, CA

Account Number 1225637

Telephone 1-310-645-7878

Memo Codes

LY late payment dispute

AR account past due courtesy call

23 unanswered telephone call

45 telephone

76 customer change of address

82 sales call

93 customer requested supervisor

1. What is the total number of requests for account balance?

a 0

b 1

c 2

d 3

e 4

802

804

RETAIL CUSTOMER PROMOTIONS INQUIRY

Retailer Discount

Starting Date: 06/01/2000

Today's Date

5/8/2001

Terms for Retailer Discount

Length of Program

Minimum required purchase

Retail discount rate

Terms for Retailer Cash-back Bonus

Length of program

Minimum required purchase

Retail cash-back rate

Fig. 8

07/11

Interview Guide:

Customer Service Solutions: Call Center Positions - Revenue Focus

	Below Average			Average			Above Average			
	1	2	3	4	5	6	7	8	9	10
(Circle One)										
1. Sometimes in our relationships with clients, we aren't able to give them everything they ask for. Tell me about a time you had to negotiate a give-and-take relationship with a customer.										
Situation:	What was the situation? What did the client want that you could not provide?									
Behavior:	How did the two of you reach an equitable compromise? How did the situation turn out (did you both get what you wanted?)									
Outcome:	What was the outcome?									

Interview Guide:

Customer Service Solutions: Call Center Positions - Motivation

	Below Average			Average			Above Average			
	1	2	3	4	5	6	7	8	9	10
Avoids learning opportunities; prefers to stay within the parameters of current position; rebels against suggestions by a supervisor to take part in learning opportunities										
Loses interest in a project easily; cannot or will not stick with the more time-consuming projects										
Consistently fails to meet even the most basic quality standards in work; does nothing to achieve or maintain high quality standards.										
Stops working when confronted with obstacles; is unconcerned with teaching others										
Articulates modest goals										
Puts forth the effort necessary to meet most goals										
Performs beyond normal scope when asked.										
Quality of work meets expectations										
Regularly seeks out opportunities to learn new things; actively pursues learning and self-development opportunities										
Maintains momentum and sustains effort on projects, even when they require long hours of work.										
Consistently goes above and beyond what is expected to ensure the high quality of work; continually identifies and implements ways to improve the quality of work										
Continues to work on a task and tries alternative approaches when confronted with obstacles										

Fig. 9

08/11

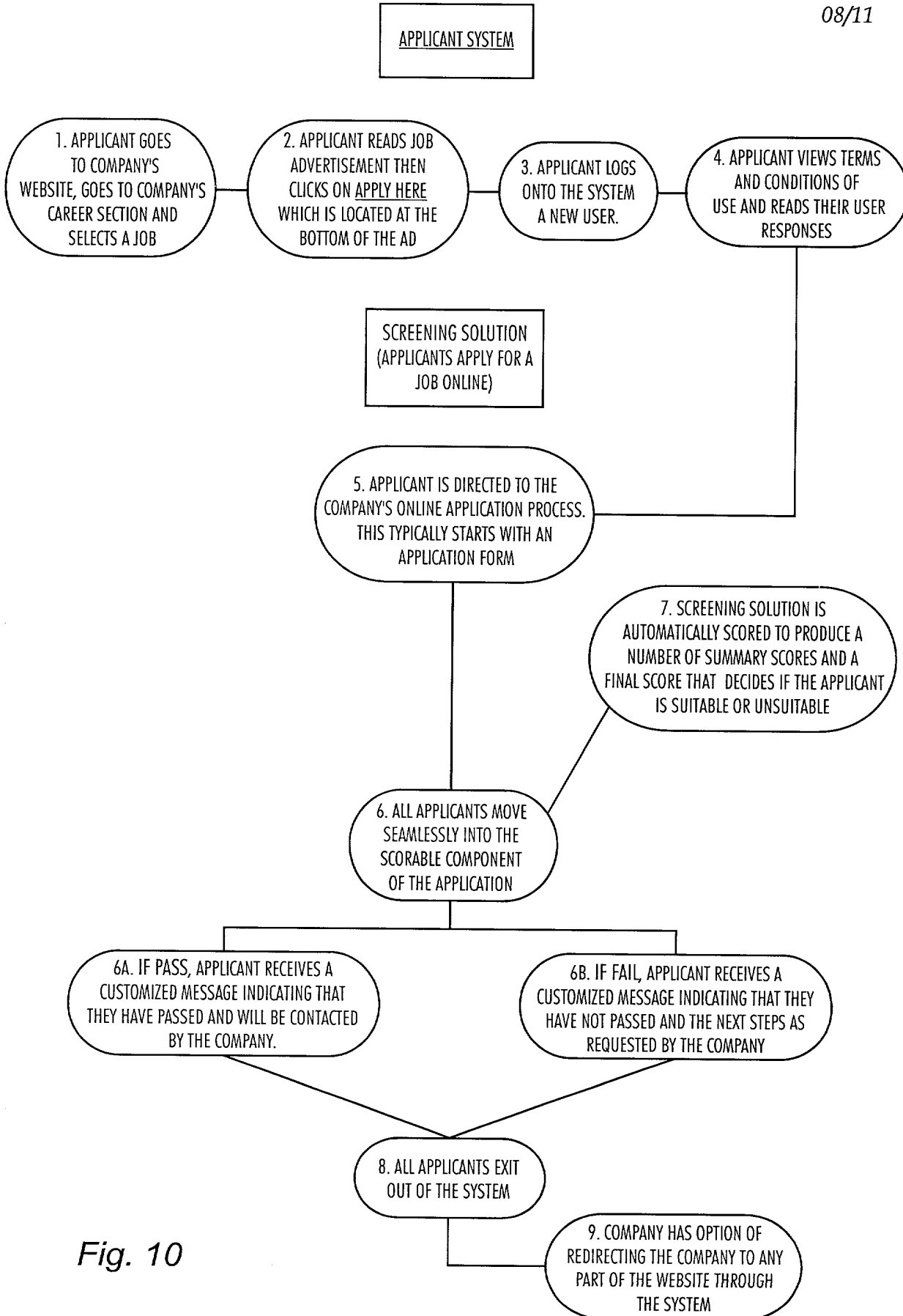


Fig. 10

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09/11

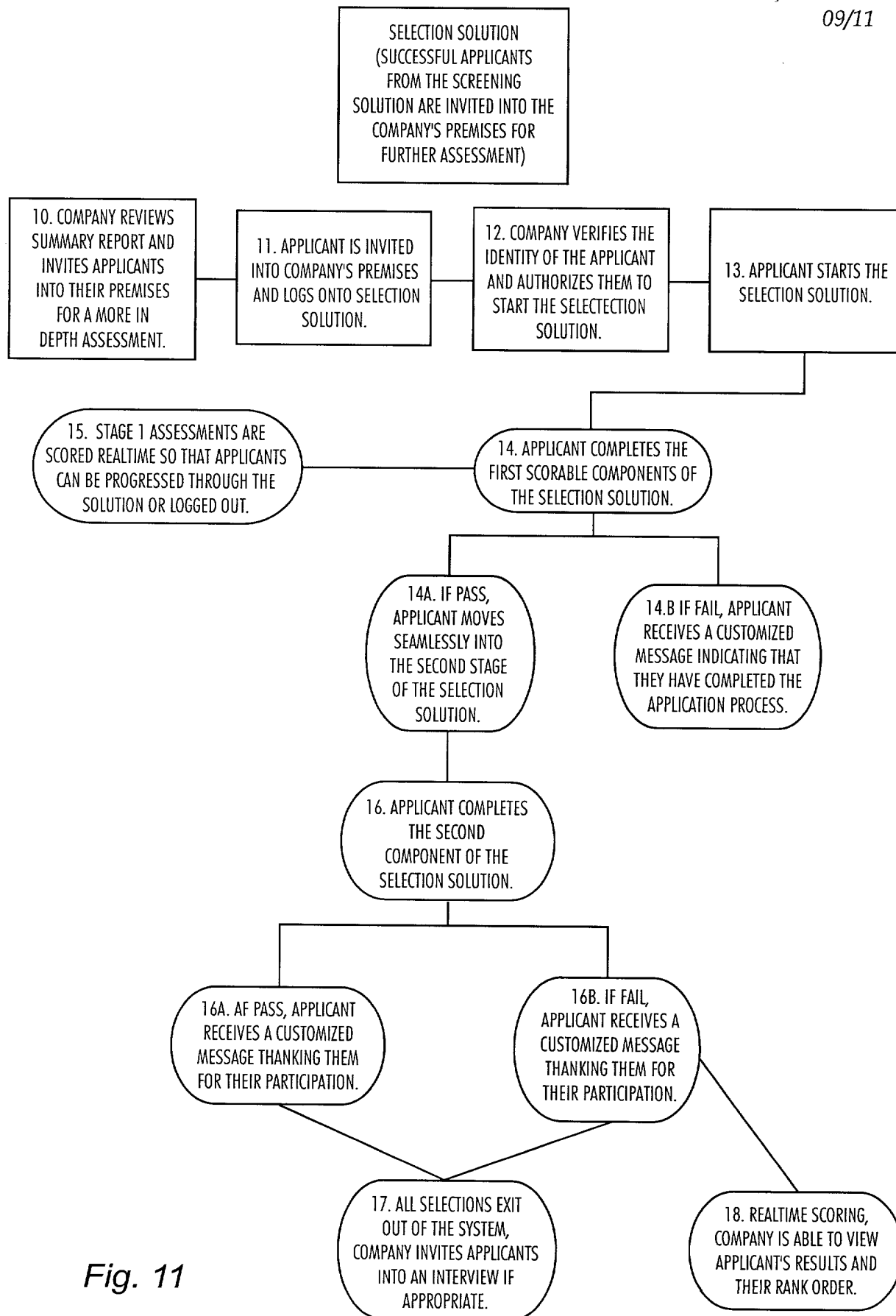


Fig. 11

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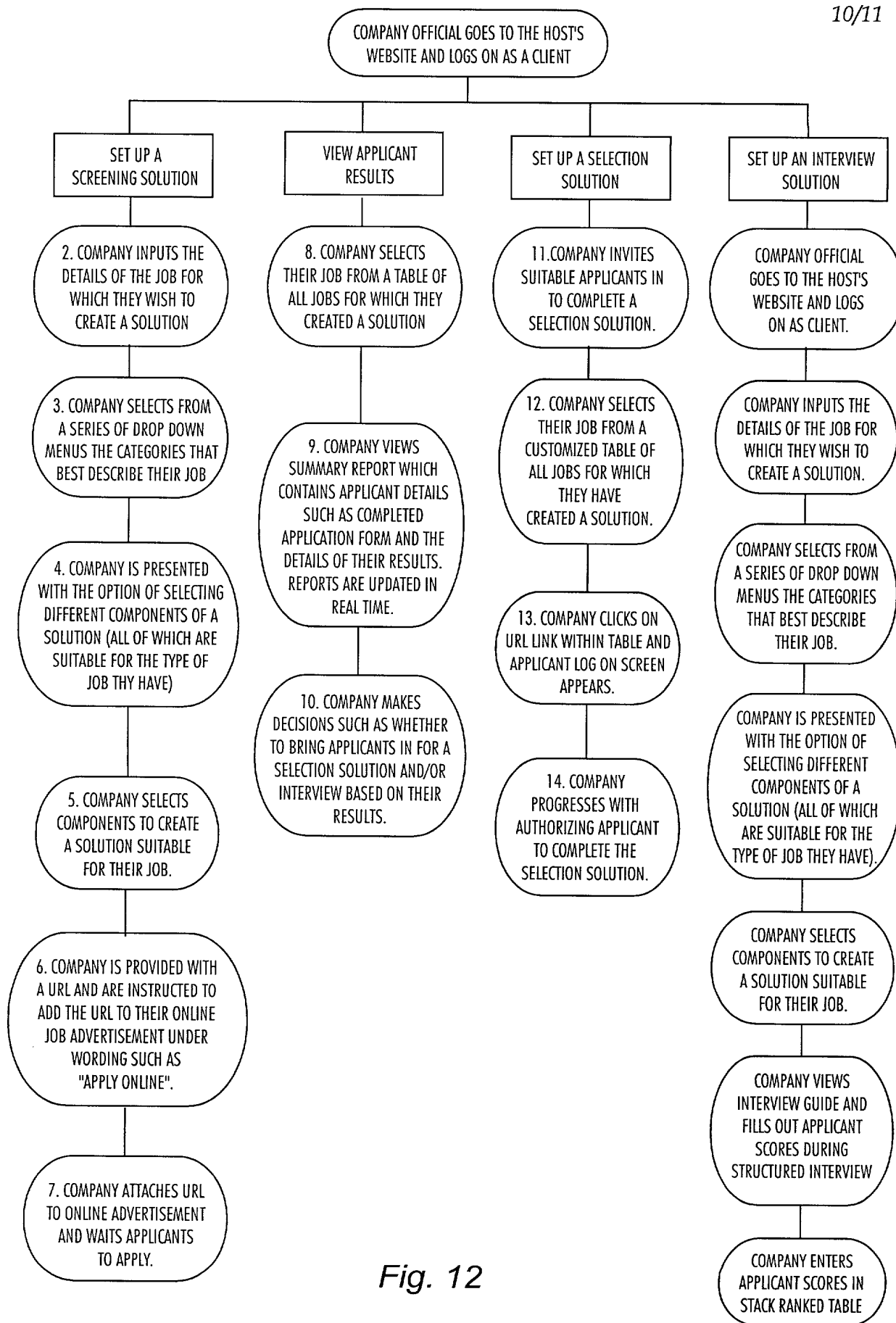


Fig. 12

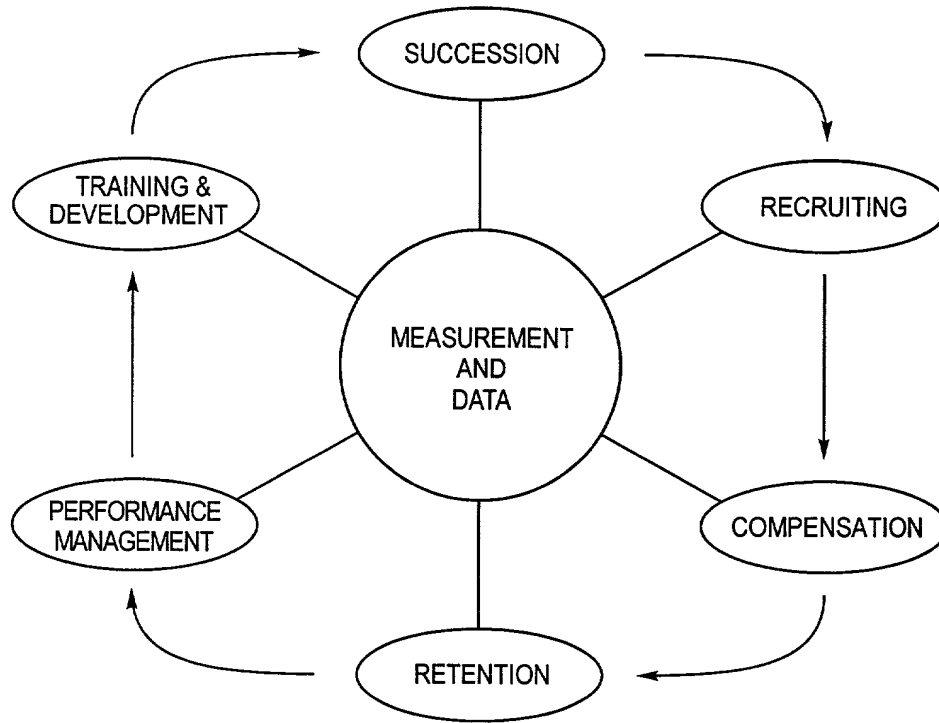


Fig. 13

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